

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: Washington

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Programs to Measure and Reduce Inconsistency

The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.

The State's plan to reduce inconsistency in the application of survey results is managed by two Quality Assurance Chiefs for 10 survey Districts and includes:

1. A 100 percent supervisory review by the District Manager of all written deficiencies, using the March 1992 HCFA document "Principles of Documentation for the Statement of Deficiencies", before the full health survey, statement of deficiencies (HCFA 2567), is given to the nursing home provider. Each surveyor has received documentation training and has been instructed to use the March document as a guide when writing citations.
2. A quarterly review and report of 10 percent of all full surveys conducted (HCFA 2567), by the training unit. The review evaluates the written citations for accuracy and consistency in each District, using the HCFA March 1992 document "Principles of Documentation for the Statement of Deficiencies. A report is completed highlighting any problems and suggesting plans if needed for training. Each District Manager follows up by reviewing the report with the surveyors and implementing any training plans.
3. Annually the trainers (2) observe one full health survey in each of the 10 districts. They provide a report with recommendations for areas that need correction. The District Manager implements recommendations as needed. The District Manager annually observes a full survey conducted by the surveyors within their respective units, and, if needed, implements changes.
4. A desk audit is conducted of all Federal look behind surveys to compare state versus federal deficiencies. A report is prepared, including when necessary, a corrective plan which may include need for further training. This is sent to Olympia for review by the Quality Assurance Chief for the District. If necessary, a statewide strategy for correction may be implemented.

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